**Policy & Procedures Manual**

Policies and Procedures Manual has been developed to facilitate the implementation and clearly define J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s policies on human resource management.

The Manual provides guidelines to be followed in the execution of the policies and to assists all employees the correct procedures in defining who is responsible for each human resource management decision.

The policies specified within are consistent with those of best practice management principles. They have the full support and commitment of J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s management.

HR policies must be kept current and relevant. Therefore, from time to time it will be necessary to modify and amend some sections of the policies and procedures, or for new procedures to be added.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome. This should be provided by email.

These policies and procedures apply to all areas of operations within J’DIAMOND CAR RENTAL SERVICES INCORPORATED and related entities.

**1. PERSONAL CONDUCT**

**Policy Statement**

 J’DIAMOND CAR RENTAL SERVICES INCORPORATED expects its employees to achieve and maintain a high standard of ethics, professional conduct and work performance to ensure the Company maintains its reputation with all internal and external stakeholders.

**Objective**

To enhance J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s reputation as a quality service provider and an enjoyable, stimulating and challenging place to work.

**Application**

The policy will be seen to be successfully applied when all employees are seen to perform their duties professionally with skill, care and diligence.

This includes:

Observing J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s policies and procedures treating colleagues with courtesy and with respect for their rights, duties and aspirations employees who do not conform to this standard of conduct will be subject to disciplinary action as detailed in this manual

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**1.1 Dress Code**

Dress choice is a matter of personal discretion, taking into account requirements for any protective clothing, customer/supplier interaction and professional environment. Be aware that work attire will have an impact upon J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s image as well as your work colleagues.

As a minimum standard, dress should be clean, neat and professionally appropriate. The following are examples of items that are not acceptable:

* Ripped or torn clothing
* Thongs or sports sandals
* Sportswear or beachwear

J’DIAMOND CAR RENTAL SERVICES INCORPORATED reserves the right to request a staff member to dress to an appropriate standard as a condition of employment. If you are in a work environment with inappropriate clothing you may be sent home to change, before returning to work.

**1.2 Personal Communications**

**Phone Calls**

The making and receiving of personal phone calls must be limited to a maximum of five minutes in duration, unless otherwise approved by your manager.

 Or

It is acknowledged that personal communication is inevitable and sometimes necessary. It is expected this will be kept to appropriate or reasonable levels.

**Internet**

The internet is a facility provided by J’DIAMOND CAR RENTAL SERVICES INCORPORATED for business use only. Access is authorized by managers on the basis of business needs. Limited private use is permitted provided the private use does not interfere with or distract from a person’s work. Management has the right to access the system to determine whether private use is excessive or inappropriate.

The following activities, using J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s internet access are not permitted.

* Attending to personal activities of a business nature viewing, other than by accident, sites of incoming emails portraying obscene, violent, defamatory and unlawful material and material that could cause J’DIAMOND CAR RENTAL SERVICES INCORPORATED to be in breach of equal opportunity or anti-discrimination legislation, verbally, in writing or pictorially downloading or printing material as described above showing to others, or allowing to be seen by others, item as described above repeated or prolonged use that is not directly relevant to the user’s work introducing computer viruses by failing to follow company IT procedures downloading software from the internet or from unauthorized disks and CD ROMs on to the internet network.

Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff needs to be continually aware some forms of internet conduct may also be open to criminal prosecution.

**1.3 Gifts & Gratuities**

J’DIAMOND CAR RENTAL SERVICES INCORPORATED is committed to ensure all business relationships with suppliers and clients are legal and based on professional integrity.

Managers should be notified when a gratuity has been received. If the gratuity has been received as a thank you for work performed then it should be noted on the employee’s personal file to ensure it is included in the employee’s next appraisal.

No employee may give a gratuity to a client without prior approval form management, such gratuities must always be part of an approved program of customer relationship management and specific gifts will be purchased centrally in appropriate quantities with management approval.

**2. EQUAL EMPLOYMENT OPPORTUNITY**

**Policy Statement**

J’DIAMOND CAR RENTAL SERVICES INCORPORATED provides equal employment opportunity to all qualified persons without discrimination on the basis of age, sex, race, disability, marital status or religion in accordance with applicable local, state and national laws and regulations. J’DIAMOND CAR RENTAL SERVICES INCORPORATED will make reasonable job accommodation for persons with disabilities who can perform the essential functions of the position for which they are qualified and selected.

All employment and promotion decisions will be based solely on the individual’s qualifications and experiences, prior contributions and demonstrated capacity to perform at higher or improved levels of performance in accordance with the principle of equal employment opportunity. J’DIAMOND CAR RENTAL SERVICES INCORPORATED will take whatever affirmative action necessary to attract and retain qualified persons.

**Objective**

The objective of the Equal Opportunity Policy is to support the attraction and retention of employees that contribute most to the development of the J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s business.

**Application**

The Equal Employment Opportunity policy will be successfully applied when all roles are filled by the best qualified and experienced candidates available regardless of personal circumstances.

**Process**

The Equal Opportunity Employment process is reflected throughout J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s staff recruitment and retention processes.

**6. HEALTH, SAFETY & ENVIRONMENT**

**Policy Statement**

J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES is committed to providing and maintaining a safe work environment for the health, safety and welfare of our staff, contractors, visitors and members of the public who may be affected by our work.

We undertake to provide resources in terms of personnel, time and financial outlay commensurate with the commitment we place on OHS to achieve these objectives.

To do this, J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES will develop and maintain safe systems of work, and a safe working environment provide information and training at all levels in the organization to enable all employees to support this policy require all risks to be assessed prior to engaging in new areas of operation, purchasing new equipment, and implementing new work methods, and that these risks continue to be reviewed.

All persons who are responsible for the work activities of other employees will be held accountable for: identifying practices and conditions which could injure employees, clients, embers of the public or our environment implementing steps to control such situations if unable to control such practices and conditions, reporting these to their superiors.

AM VARRON TRANSPORT SERVICES’ demands a positive attitude and performance with respect to health, safety and the environment by all employees, irrespective of their position.

**6.1 Smoking**

Smoking is not permitted on J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES property or offices at any time. Smoking is accepted to be harmful to the health of those who smoke and those around them (passive smokers). Consequently, smoking while on company premises will be considered as gross misconduct and will render an employee liable to instant dismissal.

Smokers who need to take breaks should do so during their allotted breaks (no more than two per day in addition to their lunch break). These breaks must be limited to 15 minutes from leaving the workplace to recommencing work.

These breaks must not be taken at the entrance of J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES’ offices, This is a poor representation of the Company and people who may be visiting J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES’ do not want to be walking through a cloud of smoke.

No special privileges will be afforded to smokers. Any additional breaks (outside of allotted breaks) must be approved by your manager – these must be limited to 10 minutes from leaving the workplace to recommencing work – and the time must be made up at the conclusion of the working day. Excessive smoking breaks will be regarded as absenteeism and disciplinary may be taken.

**6.2 Alcohol, Drugs (& Other Substance Abuse)**

This policy applies to all levels throughout J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES. The policy is not concerned with social drinking or the taking of prescribed drugs for medical purposes, the concern is directed to instances where alcohol or other drug dependence or abuse affects the job performance and or/safety of any employee(s).

J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES is concerned by factors affecting an employee’s ability to safely and effectively perform work to a satisfactory standard. The company recognizes alcohol or other drug abuse will cause short-term or long-term impairment to such work performance.

J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES is committed in creating and maintaining a safe, healthy and productive workplace for all employees. J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES has a zero tolerance policy with regards to the use of illicit drugs on the premises or attending to company’s clients while under the influence of such drugs. Contravening either of these points may lead to instant dismissal.

Attending work under the influence of alcohol will not be tolerated and may result in disciplinary action or ultimately dismissal.

AMVARRON TRANSPORT SERVICES at times, makes alcohol available to staff over the age of 18. Limiting the consumption of any alcohol made available is the responsibility of the employee. Driving under the influence of alcohol or any other illicit drug is illegal, it is your own responsibility to ensure you compliance with this policy.

**6.3 Manual Handling**

It is the policy of J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES to provide all employees with a safe and healthy working environment by identifying, assessing and controlling manual handling risks within the workplace.

While managerial staffs are ultimately responsible for ensuring the health, safety and welfare of all staff, all employees are expected to participate by reporting potential and actual manual handling hazards within the workplace.

In all circumstances, do not lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, ask for assistance.

**7. PERFORMANCE MANAGEMENT SYSTEM**

**7.1 Introduction**

At J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AMVARRON TRANSPORT SERVICES’ we aim to be an employer of choice- one where people want to work. As a business we are committed to giving all members of our team every opportunity to develop their careers, to contribute to our business and to share in its success.

The Performance Management System is designed to support the completion of the work of the organization. It will also define measure and recognize the contribution of individuals and help the organization establish achievable goals for all of its people – it is a team based approach.

**7.2 Performance Management Philosophy**

We believe everyone who comes to work really does want to realize their potential and develop their relationships with others (managers, colleagues and clients).

Work is characterized by feelings of satisfaction, frustration, opportunity exasperation, stimulation, excitement and even feelings of fairness and dishonesty. To succeed and excel, we recognize people need to know what is expected of them, what authority they have and how they are performing. In addition the approach to managing them needs to be consistent.

If our organization can help its people feel more of the positive emotions and eliminate most of the negative then we will have come a long way to being an employer of choice.

The Performance Management System is designed to be the foundation for fulfilling careers at.

**7.3 Position Descriptions**

All J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AM VARRON TRANSPORT SERVICES’ employees will have position descriptions, these will only be produced in an agreed format and amendments need to be approved by Management.

**Objectives**

The objective of all position descriptions is to provide an accurate picture of the responsibilities required within specific job roles, the authority levels attached to that role and a clear explanation as to how the output of the role is to be measured.

Application

The policy on position descriptions will be successfully applied when all position descriptions are used as the basis for performance appraisals and when amendments are completed within 14 days of a performance appraisal discussion. Any changes to position descriptions deemed necessary by managers will be communicated as soon as practicable to the employee and this will be implemented by both parties signing a copy.

**Process**

Introduction and Amendment of Position Descriptions All employees will receive individual briefings on their position descriptions from their Manager.

Position descriptions will always be discussed in detail at job interviews and all new employees are to be given a copy of their position description with their letter of offer.

**7.4 Probationary Period Reviews**

**Policy Statement**

All new employees are appointed with the intention of the placement being permanent unless otherwise stated in the letter of offer.

All new employees will serve a three month probationary period to ensure both J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AM VARRON TRANSPORT SERVICES’ and the employees are happy with a permanent commitment to the role. Managers should engage new employees in informal performance based feedback regularly and have specific meetings to discuss progress after one and two months respectively.

Prior to the completion of the three month probationary period new employees will undergo a performance appraisal to provide feedback on performance, guidance on future direction and to set selected specific objectives for the next performance appraisal period.

**Objectives**

The objective of the probationary performance appraisal is to ensure both J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AM VARRON TRANSPORT SERVICES’ and the employee are satisfied the role is as agreed and a re-commitment to the permanent nature of the position can be made.

**Application**

The policy on probationary performance appraisals will be successfully applied when all probationary appraisals are completed within three months of employment commencing.

**Process**

The manager and the employee will agree on the date for a performance appraisal meeting. In the case of all probationary period appraisals, this must be before the completion of three months of service.

The manager will prepare a written performance appraisal in the approved format and provide this to the employee at least 48 hours before the meeting.

The manager and the employee will meet and agree any objectives for the next appraisal period.

**7.5 Performance Appraisals**

**Policy Statement**

All employees will undergo performance appraisals with their immediate managers on timing that is based on the level of their role. All performance appraisals will be timed from the date employment commenced. This is to ensure performance management is a regular, rather than occasional management responsibility Performance appraisals are completely separate from remuneration reviews.

**Objectives**

The objective of the performance appraisal system is to constantly monitor progress of the capabilities and achievements of employees, to facilitate the ongoing development of team members and to identify when an employee has demonstrated readiness for greater responsibility.

The objective of the performance appraisals is to review work performance on the basis of both capabilities and achievement of specific performance objectives. Performance appraisals also provide feedback to J’DIAMOND CAR RENTAL SERVICES INCORPORATED’s AM VARRON TRANSPORT SERVICES’ on the achievability of objectives and the capability of managers to manage their employees.

**Application**

The policy on performance appraisals will be successfully applied when all employees’ appraisals are completed within the required time frames.

**Process**

The manager and the employee will agree on the date for a performance appraisal meeting. This must be within the allowable time frame for each role. The frequency of performance appraisals is noted on position descriptions.

The manager will prepare a written performance appraisal in the approved format and provide this to the employee at least 48 hours before the meeting.

The manager and the employee will meet and agree any objectives for the next appraisal period.

**Leave of Absence**

1. In the event of absence or tardiness from an assigned work schedule, the employee is required to report the absence to the company. When reporting absence, the employee must inform his or her immediate Supervisor, or other individual as specified by management.

2. The company reserves the right to require an employee to submit a physician’s certificate in the event of medical absences exceeding two (2) days.

3. An employee’s absence will be considered excused if covered by policy and the employee provides proper and timely notification deemed satisfactory to the supervisor or Manager. Timely notification means calling in on the day of absence or providing advance notice for absences (For VL, must be filed 3 days before availment.)

4. An employee’s absence will be deemed unexcused when an employee fails to call in, gives a late notice, fails to give advance notice or an absence which could be anticipated, exceeds the number of length of absence as defined by policy or authorized in advance by the Supervisor or Manager. Unexcused absences are subject to corrective discipline or termination as defined in the company policy.

5. No Offsetting Late is late.

6. No offsetting absent is absent.

7. Follow your schedule to avoid tardiness and absences.

* **Penalties for at least one day unauthorized absence:**

1st offense written warning

2nd offense Six (6) days suspension

3rd offense Dismissal

**Tardiness**

When an employee comes to work after fifteen (15) minutes grace period. He/She stands to suffer the corresponding salary deduction for the full hour of tardiness from the regular time-in. However, if he/she comes to work after the regular time-in but within fifteen (15) minutes grace period, he/she is not subject to salary deduction but will be considered tardy for purposes of job evaluation or General Performance Appraisal.

* In addition, an employee stands to suffer other penalties if he/she is habitually tardy. An employee is considered habitually tardy if within one (1) month, he/she is **late for more than fifteen (15) minutes from the regular time-in at least five (5) times.**

**Note: One (1) hour late is considered Half-day**

1st offense written Warning

2nd offense Five (5) days suspension

3rd offense Ten (10) days suspension

4th offense Dismissal

**For Biometrics**

**Please LOG-IN and LOG-OUT using our biometrics for daily attendance**

* Employee without a Log “TIME-IN and TIME-OUT for the day shall be considered absent.
* Employee with TIME-IN but without TIME-OUT is considered Half-day, for that particular day.
* Employee with TIME-OUT but without TIME-IN is considered **ABSENT.**

**This will not be applicable for Employees who are on “Leaved or who went straight for a “Client Call”**